



COUNTY OF LOS ANGELES

Internal Services Department

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Interim Director

To enrich lives through effective and caring service.

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May 24, 2004

To: Each Supervisor

From: Dave Lambertson 
Interim Director

Subject: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) NEW WORK ORDER**

This is to advise you of the Internal Services Department's (ISD's) intent to execute a new Work Order for an amount not to exceed \$208,000 with a vendor yet to be selected. The proposed new Work Order is a rebid of a project that will exceed \$300,000. In accordance with ITSSMA guidelines, prior Board notice is required for projects that individually exceed the \$300,000 limit.

BACKGROUND

ISD uses ITSSMA to augment its technical resources and to help the department meet critical Information Technology needs. The Network Management Support Section of ISD is responsible for supporting all network management solutions utilized by ISD's Information Technology Service. The subject Work Order provides the Network Management Support Section with consultant resources for installation, maintenance, and customization services on multiple network management products in support of ISD's Data Center network and the LA County Wide Area Network.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the consultant will perform the following services:

- ♦ Install, maintain and customize multiple network management products.

Write scripts for automating data collection and event correlation.

- ♦ Create and maintain the network documentation for use by the Network Control Center and other support organization staff.

Provide escalation support for the Network Control Center staff in support of network management software customization, troubleshooting, and problem resolution.

JUSTIFICATION

County staff is not available to provide these essential functions. Effective troubleshooting of complex network management problems requires a great deal of experience with the different technologies and characteristics of individual systems. The skill set required for this position is very hard to recruit and is not readily available within the County. Since May 2003, ISD has been running an open competitive examination to recruit someone with the required skills but so far has been unsuccessful. Therefore, the essential services are being re-bid and a new Work Order will be executed to ensure that ISD continues to maintain and enhance these necessary services that benefit the entire County.

FISCAL IMPACT

The current ITSSMA Work Order began November 25, 2002 and expires on July 2, 2004 and the maximum amount of the Work Order is \$299,999. This new Work Order will be for one year and an amount not to exceed \$208,000. The costs are included in the ISD budget and are recovered by customer billing.

CLOSING

In accordance with the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any concern you may have. If we do not hear back from your Board within two weeks, we will execute the Work Order. If there are any questions or comments, please contact Dave Chittenden, ISD Midrange Computing Division Manager, at (562) 940-2704.

DL:JR:sg

NOTED AND APPROVED:

Jon W. Fullinwider
Chief Information Officer

Date